

## INSURANCE COMPLAINTS/8888

### 2002 Complaint Statistics for Health Maintenance Organizations Illinois Members Only

Name	Complaints	Total Illinois Members as of 12/31/02	Non-Medicaid/ Non-Medicare Members as of 12/31/02*
AETNA HEALTH OF ILLINOIS INC	60	50,086	50,086
CIGNA HEALTHCARE OF ILLINOIS INC	21	7,360	7,360
GROUP HEALTH PLAN INC	25	26,254	20,761
HEALTH ALLIANCE MEDICAL PLANS INC	107	142,847	130,248
HEALTH ALLIANCE MIDWEST INC	7	823	823
HEALTH CARE SERVICE CORP MUT LEGAL RES CO	358	831,224	831,224
HEALTHLINK HMO INC	1	6,521	6,521
HUMANA HEALTH PLAN INC	135	377,676	273,160
JOHN DEERE HEALTH PLAN INC	7	33,247	33,240
MERCY HEALTH PLANS OF MISSOURI INC	2	11,112	9,316
ONE HEALTH PLAN OF ILLINOIS INC	10	16,371	16,371
OSF HEALTH PLANS INC	85	66,700	62,761
PERSONALCARE INSURANCE OF IL INC	108	68,353	64,147
ROCKFORD HEALTH PLANS INC	34	31,418	31,418
UNICARE HEALTH PLANS OF THE MIDWEST INC	144	158,892	141,546
UNITED HEALTHCARE OF ILLINOIS INC	118	67,073	40,913
UNITED HEALTHCARE OF THE MIDWEST INC	7	22,529	14,572

\*Total is adjusted to delete Medicaid/Medicare members and FEHBP members.

Enrollment numbers shown are derived from the 2002 Illinois Enrollment page included in the 2002 Annual Statement filing.

### HMOs with No Illinois Enrollment at Year End 2002

Name	Complaints
COUNTRY MEDICAL PLANS INC	0
FIRST COMMONWEALTH HEALTH SERVICES CORP*	2
HMO MISSOURI INC	0
MERCYCARE INSURANCE COMPANY	0
PREMIER MEDICAL INSURANCE GROUP INC	0
PRUDENTIAL HEALTH CARE PLAN INC	1
WELLMARK HEALTH PLAN OF IOWA INC	0

\*This is a Health Service Organization.

### Illinois Licensed Health Maintenance Organizations Having Commercial Enrollment but No Complaints in 2002

Name	Total Illinois Members as of 12/31/02	Non-Medicaid/ Non-Medicare Members as of 12/31/02*
AMERIGROUP ILLINOIS INC**	33,847	0
BCI HMO INC	127	127
CIGNA HEALTHCARE OF ST. LOUIS INC	1,402	1,402
HARMONY HEALTH PLAN OF ILLINOIS INC**	42,123	0
MEDICAL ASSOCIATES HEALTH PLAN INC	3,203	3,203
NEVADACARE INC	95	95
UNION HEALTH SERVICE INC	30,109	27,839

\*Total is adjusted to delete Medicaid/Medicare members and FEHBP members.

\*\*Medicaid only HMOs. Complaints are handled by the Illinois Department of Public Aid.

Enrollment numbers shown are derived from the 2002 Illinois Enrollment page included in the 2002 Annual Statement filing.